

The Tile House Surgery

Help and advice

You can get help to make your complaint or express your concern from the following Organisation:-

ICAS- the Independent Complaints Advocacy Service – this organisation acts as the patient's advocate and can guide you through the process you can contact them on 0845 456 1083

We hope that if you have a problem you will use our practice complaints procedure as we believe that this gives us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

However if you feel that we have not been able to resolve your complaint you can ask the **Health Service Ombudsman** to review your case;

Telephone number
0345 015 4033,
Email
phso.enquiries@ombudsman.org.uk

Patient Guide On How to make a complaint or express a concern

33 Shenfield Road
Brentwood
Essex
CM15 8AQ

www.tilehousesurgery.com
01277 227711

Complaints & Concerns

If you have a complaint or concern about the care or service that you have received from the doctors or staff in this surgery, please let us know. We welcome feedback from our patients as it helps us to maintain a high standard of care.

How to complain

We hope that most problems can be sorted out easily, often at the time that they happen and with the person concerned. If your problem cannot be sorted in this way and you wish to make a complaint we would like you to let us know as soon as possible, ideally on the day. This is because the sooner we know about a problem the easier it will be for us to establish what happened.

Complaints should be addressed to our Practice Manager, Linda Upson, either in person, by phone or in writing, within 12 months of the incident that caused the problem. If you would prefer to speak to someone who is not directly involved in your care you may contact the **Complaints Team at NHS England – Essex Area Team** on 01245 398 104 or by email at:

complaints.essex.at@nhs.net. They will work with you and the practice to help resolve your complaint.

What we will do

We will acknowledge your complaint within three working days, by the method of communication of your choice and invite you for a further discussion if appropriate.

Your complaint will be investigated and you will receive a report from the practice of the outcome of the investigations within 21 days and we hope to be able to report back sooner than this, we will keep you informed of the expected date of reply, if a third party is involved it may take longer but we will keep you informed. When we look into your complaint, we will find out what happened and what went wrong. We will apologise where this is appropriate and identify what we can do to make sure the problem does not happen again. We will keep in regular contact with you by the method of communication of your choice.

Complaining on behalf of someone else

If you are making a complaint on behalf of someone else, even a close relative, you should discuss this with them before contacting us, as it will be necessary to get their written consent to release personal information. Please ask at Reception for a copy of our policy for **Access to Medical Records (Data Protection)** .